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CONFIRMATION NO. 5776

|                                    |  |                     |                               |                                      |
|------------------------------------|--|---------------------|-------------------------------|--------------------------------------|
| <b>SERIAL NUMBER</b><br>09/973,581 | <b>FILING OR 371(c) DATE</b><br>10/09/2001<br><b>RULE</b> 1.47 | <b>CLASS</b><br>379 | <b>GROUP ART UNIT</b><br>2614 | <b>ATTORNEY DOCKET NO.</b><br>01-033 |
|------------------------------------|--|---------------------|-------------------------------|--------------------------------------|

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**\*\* CONTINUING DATA \*\*\*\*\***  
 This application is a CIP of 09/657,338 09/07/2000 PAT 6,301,354 which is a CON of 09/434,477  
 11/05/1999 PAT 6,178,240 OA  
 which is a CON of 08/826,930 04/08/1997 PAT 6,014,439

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*** OA

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**  
 \*\* 11/27/2001

|  |   |                               |                             |                           |                                |
|--|---|-------------------------------|-----------------------------|---------------------------|--------------------------------|
| Foreign Priority claimed<br>35 USC 119 (a-d) conditions met<br>Verified and Acknowledged | <input type="checkbox"/> yes <input checked="" type="checkbox"/> no<br><input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after<br>Allowance<br>Examiner's Signature Initials | <b>STATE OR COUNTRY</b><br>CT | <b>SHEETS DRAWING</b><br>15 | <b>TOTAL CLAIMS</b><br>22 | <b>INDEPENDENT CLAIMS</b><br>3 |
|--|---|-------------------------------|-----------------------------|---------------------------|--------------------------------|

**ADDRESS**  
22927

**TITLE**  
Method and apparatus for entertaining callers in a queue

|                                    |   |   |
|------------------------------------|---|---|
| <b>FILING FEE RECEIVED</b><br>1156 | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |
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